

PAYMENT PROCEDURES

Official Travel

All official duty passengers are required to pay £50 per one-way trip. Payment must be made with GTC. Non-GTC holders may pay with personal credit card (VISA/MasterCard only) or British Pounds (Dollars are not accepted). Payment is mandatory for all personnel on official travel orders (PCS, TDY, IPCOT, COT, ERD, RAT, student travel), to include civilian personnel on funded orders. No advance reservations can be made at this time.

Unofficial Travel

The shuttle company will continue to provide transportation for personnel on unofficial travel at a charge of £10 (British pounds cash only; please have exact amount). You may use a personal credit card, but there will be an admin charge of £2.50.

- Active duty members and DoD civilians on leave, including emergency leave
- Retirees and dependents.
- DoDEA personnel not on official orders. Everyone must have a DoD issued identification card.

This service is offered as space available only. All unofficial travelers are required to sign a legal statement confirming they are not on official orders. Providing a false statement is punishable under the UCMJ.

TRAVEL ELIGIBILITY

All passengers must have a valid Department of Defense identification card. No exceptions. You must present your ID before boarding the bus.

TERMINAL 5 PICKUP/DROP OFF

Official Travel

The London Heathrow bus stops at Terminal 5 for official duty passengers with weapons. This request must be made by the traveler or UDM, and costs £75 (must be arranged 72 hours in advance of travel).

SPONSORS/REMINDERS

- * A sponsor for a newly assigned service member will be authorized to use the bus for free. The sponsor must provide a letter signed by their unit commander only. The template can be provided.
- * Plan your journey according to your departure flight. Airlines recommend checking in 3 hours prior to international flights and 2 hours prior to domestic flights.
- * Child car seats will not be stowed inside the passenger compartment. They will be stowed with check-in baggage.
- * Please be in place 10-15 minutes prior to scheduled departure time. The bus will show up and depart at the designated time listed on this trifold.

HEATHROW AIRPORT BUS INFORMATION

1 February 2017



**The London-Heathrow bus
operates every day except
25 & 26 December.**

Coach Services Ltd
Commercial: 01842-821-509
Email: info@coachservicesltd.co.uk
www.coachservicesltd.com

BUS SCHEDULE

Bus 1	Bus 2	Location
0430	0700	RAFL Long-term Parking
0445	0715	RAFL Lodging Bldg 984
0515	0745	RAFM Long-term Parking
0530	0800	RAFM Lodging Bldg 459
0800	1000	Arrives Heathrow Terminal 3
1000	1230	Departs Heathrow Terminal 3
1200	1430	Arrives RAF Mildenhall
1230	1500	Arrives RAF Lakenheath

NOTE: The London Heathrow bus stops at Terminal 5 for official duty passengers with weapons at the request of the traveler or UDM. Travelers with weapons must arrange this with Coach Services NLT 72 hours in advance.

TERMINAL 3 PICKUP

See Fig 1 for the bus pickup point at Heathrow airport. **Pickup points do differ from the drop off point.** The bus location varies between bays 5 to 9 depending on parking availability. Look for the bus with COACH SERVICES or EUROVIEW on the front and sides.



Fig 1 - Heathrow Terminal 3 Arrivals

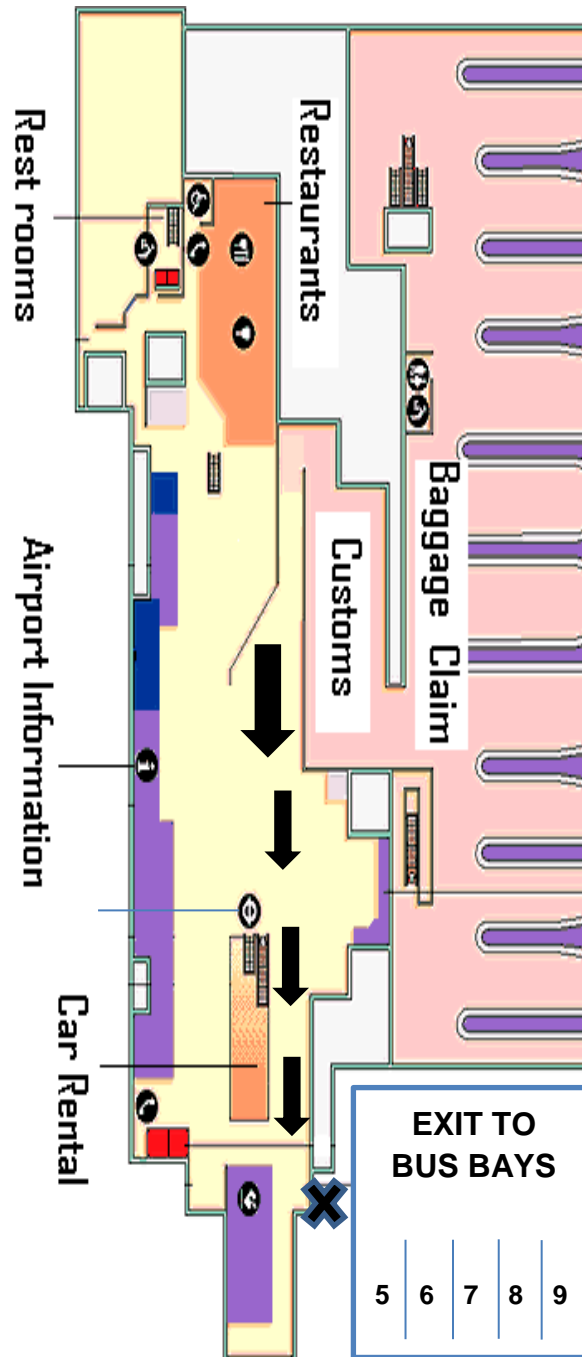


Fig 1 - Heathrow Terminal 3 Arrivals

LUGGAGE RESTRICTIONS

Luggage is limited to 2 check-in bags per person, unless authorized excess baggage on official travel orders. Check-in baggage is not permitted in the passenger compartment.

UK LAW - DRIVER'S REST

In accordance with UK law, the bus driver must rest 45 minutes after every 4½ hours of driving to ensure the safety of the passengers. If congestion or poor road conditions delay the shuttle, the driver may be required to rest before the leg of the journey is complete. Please consider this when planning transportation.

ALTERNATE TRANSPORTATION

Personnel must use the government arranged airport service to the maximum extent possible for official travel. Alternate means must be approved by the orders issuing authority.

Alternate means (not endorsed by the DoD):

National Express – nationalexpress.com
 JP Couriers - 01638-515300
 M&L Taxi - 01638-712261
 Phoenix Taxi - 01638-533060
 Outdoor Recreation Shuttle - 01638-522146;
 226-2146 (pets welcome)

Note: Expect at least a 2-hour wait for a taxi to travel from the Lakenheath/Mildenhall area to pick you up at the airport.